



Walshs Finance

ABN 11 168 809 523
Australian Credit Licence No. 459119
Level 14/127 Creek Street, Brisbane QLD 4000
Telephone (07) 3112 5450

Credit Guide

Walshs Finance ("Walshs Finance"), holds an Australian Credit Licence. Walshs Finance will provide credit assistance to you and adhere to responsible lending obligations as required under the National Consumer Credit Protection Act 2009 (National Credit Act). This means that Walshs Finance or its representatives will:

- o make reasonable enquiries about your financial situation, requirements and objectives;
- o verify your financial situation; and
- o make a preliminary assessment about whether a credit contract is not unsuitable for you

The purpose of this Credit Guide is to help you better understand our company and whether we're right for you.

Credit Guide

Information about Walshs Finance

This document provides you with information relating to our activities and those of our credit representatives. It contains information about various fees and charges that may be payable by you to us, as well as about certain commissions we may receive from a licensee when we are acting as a credit representative, or we pay to certain third parties. It also contains information about what you should do if you have a complaint or dispute in connection with our services as a credit representative.

Responsibility for the services provided

Walshs Finance holds Australian Credit Licence No. 459119 and provides credit assistance in accordance with the *National Consumer Credit Protection Act 2009*. Walshs Finance is responsible for the advice and conduct of its staff and credit representatives.

A description of the credit services Walshs Finance provide

What is credit assistance?

We give you credit assistance when:

we assist you to apply for a particular loan or lease;

we suggest you apply for a particular loan or lease (or suggest you apply for an increase to an existing loan); or

we suggest you remain in your current loan or lease.

The assessment we need to do before giving you credit assistance

Before we provide credit assistance to you, we assess whether the particular loan or lease is suitable for you. To do this, we need to make reasonable inquiries and verify that:

the loan or lease or increase will meet your requirements and objectives; and

you can meet the proposed repayments.

We won't be able to give you credit assistance if our assessment shows that:

you won't be able to meet the proposed repayments without substantial hardship; or

the loan or lease won't meet your requirements or objectives.

A preliminary assessment includes asking you questions and obtaining information from you such as:

- your financial requirements and objectives which includes:
 - the purpose of the loan you are seeking
 - the amount of credit you are seeking
 - the term of the loan you are seeking
 - the loan features you require
- your personal and financial information such as:
 - your employment status and income
 - your dependents (if any) and family planning
 - your existing assets and liabilities
 - your expenses and your surplus cash flow



Getting a copy of our assessment

If we provide you with credit assistance, you can ask us for a copy of our assessment any time up to 7 years after we provide you with a credit assistance quote. To request a copy please contact us. We will provide you with a copy:

within 7 business days after the day we receive your request – provided you make the request within 2 years of the date of our credit assistance quote; or

otherwise, within 21 business days after the day we receive your request.

Information about the licensee and its credit representatives

A description of the parties Walshs Finance is associated with

We are authorised to engage in credit activities including providing credit assistance.

Subject to meeting credit criteria, we are able to assist you to obtain loans and leases for you from a broad range of lenders and lessors through our broker group.

The following are the lenders or lessors with whom we generally conduct business through the broker group:

ANZ

The Commonwealth Bank

NAB

Bank of Queensland Specialist

St George

Walshs Finance also is associated with ProLoan (Aust) Pty Ltd ("ProLoan") and Westpac Banking Corporation ("Westpac").

ProLoan is an Australian Credit Licensee that provides Walshs Finance with training, assistance and access to its unique credit policy with Westpac.

When we provide credit assistance via our ProLoan network Westpac will be the Credit Provider that will assess your application and if approved, offer you finance.

	<p>Reminder</p> 	<p>Home Building Insurance / Home Contents Insurance</p> <p>Before you sign a contract of sale, always consider purchasing home building insurance through a general insurance provider to immediately safeguard the value of your new property.</p> <p>Similarly, always consider taking out home contents insurance prior to settlement and before you move your valuable possessions to your new home.</p>
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Terms and Conditions

Should you engage us to provide credit assistance services to you that results in an application for finance, the following explains the responsibilities of Walshs Finance, ProLoan, Westpac and you in the application process.

Your responsibilities

- You authorise Walshs Finance to assist in arranging finance for you based on the information provided by you, this includes information that may be provided by your accountant and your legal and financial advisers.
- To help Walshs Finance assist you with your application for finance, you must provide Walshs Finance with accurate, full and clear instructions and all relevant documents, act promptly and let Walshs Finance know as soon as practicable after there is a change in your circumstances.



Walshs Finance responsibilities

- Walshs Finance are not authorised to, and will not arrange for or advise you on, any deposit facilities unless the deposit facility is an offset account which is a mortgage offset account as defined by the Class Order 03/1048 issued by ASIC (a copy of the Class Order may be obtained at www.asic.gov.au).
- As a Credit Assistance Provider, Walshs Finance has no control over the success or otherwise of any finance application they assist you with. Approval of any finance application is solely at the discretion of the credit provider.
- Neither Walshs Finance nor ProLoan (when utilizing a Westpac loan) is liable for any claim, loss or damage incurred or suffered by you or any other relevant persons as a result of:
 - (i) any delay with the approval of your finance application;
 - (ii) incorrect or incomplete transmission or any error in any application which has arisen directly or indirectly in connection with or as a result of an act or omission by you, your accountant and/or your legal and financial advisers;
 - (iii) failing to assist in arranging finance for you; and
 - (iv) any action, representation, warranty or recommendation made by the credit provider to you.

Westpac's responsibilities – where applicable

- Westpac is responsible for preparing and providing you with the documentation for the finance Walshs Finance assists in arranging for you. You should read the documentation carefully and seek independent legal and taxation advice before you enter into any finance contract.

These terms and conditions may be varied by written agreement between you and Walshs Finance.

Our dispute resolution process

If, at any time, you consider your relationship with Walshs Finance is not progressing satisfactorily, please contact Donna Sutherland on (07) 3112 5450 or put your complaint in writing to Donna Sutherland of Walshs Finance, [GPO Box 12, Brisbane QLD 4001].

Walshs Finance welcomes any comments or queries you may have. If the complaint can't be resolved to your satisfaction you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678 between 9:00am and 5:00pm Monday – Friday. Alternatively, you may call the ASIC Customer Contact Centre on 1300 300 630 between 8:30am and 5:00pm Monday – Friday.

Your information and rights to privacy

Walshs Finance may collect your personal information from you and/or other parties

- (a) Walshs Finance are collecting personal information about you to enable the provision of credit assistance to you.
- (b) Walshs Finance may also collect the information about you from your bank, your accountant, your legal and financial advisers and credit reporting agencies.

Disclosure of your personal information

- (c) Walshs Finance will disclose your personal information to the credit provider and ProLoan if applicable. This will assist the Credit Provider in arranging the finance you require and help them to process your finance application. If utilizing a Westpac loan this will also allow you to access the unique credit policy ProLoan has with Westpac.
- (d) The credit provider may use your personal information to contact you to assess your finance application.

The credit provider may disclose your personal information to Walshs Finance

- (e) The credit provider may disclose your personal information to Walshs Finance to assist Walshs Finance in providing credit assistance to you in relation to your application or proposed application for finance, and for credit assistance in relation to an existing or prior loan. Should you wish, you can contact the credit provider at any time and request that they cease disclosing your information to Walshs Finance.

The credit provider may disclose your personal information to a credit reporting agency

- (f) When assessing your finance application, the credit provider may disclose your personal information to a credit reporting agency. In this regard, Walshs Finance and ProLoan where relevant are not responsible for any loss incurred by you arising out of the disclosure of your information by the credit provider, whether Walshs Finance and/or ProLoan are aware of that disclosure or not.

Confidentiality

- (g) With the exception of the above, Walshs Finance will always maintain control over the confidentiality of your personal information and records of any credit assistance provided to you.

Questions/More Information

- (h) More information about the treatment of your personal information is set out in Walshs Finance Privacy Statement found at <http://www.walshs.com.au/> or a free copy can be obtained by phoning (07) 3112 5450.
- (i) If you have any queries, you may contact Walshs Finance on (07) 3112 5450 or via email to [donna@walshs.com.au].

Commission that Walshs Finance and ProLoan may receive

Walshs has appointed our broker group as its agent to receive commissions from all non Westpac lenders and lessors and to pay us commission in relation to loan contracts or leases for which we act as a credit representative and provide credit assistance. The total amount of commission we may receive in relation to your loan or lease may vary depending on the lender or lessor, the term, the features, the amount of the loan or lease you ultimately choose and the amount and timing of the repayments that you make.

Loan Contracts such as Home Loans, Investment Property Loans and Personal Loans

Upfront commission payable by lenders in relation to loans is calculated as a percentage of the loan amount and is generally in the range of 0.50% and 0.77% of the loan amount. It is usually paid after settlement of the loan. Therefore, on a \$500,000 loan, for example, Walshs finance would receive between \$2,500 and \$3,850 on or after settlement from the lender.

Trail commission payable by lenders in relation to loans is generally calculated regularly (monthly, quarterly, bi-monthly or annually) on the outstanding loan balance and is paid in arrears. The trail commission payable by lenders is generally in the range of 0.00% per annum and 0.25% per annum of the outstanding loan amount. During the life of the loan the trail on a \$500,00 loan for example would range from \$0 to \$1,250 per annum.

Further details of the commission earned by us will be included in the credit proposal disclosure document we will provide to you at the same time as we provide you with credit assistance.

You can request information from us about the fees that we are likely to receive, how those fees are calculated, and our reasonable estimate of the fees or commissions that will be payable.

Commissions payable by us

We are not likely to pay a commission to any third party for the introduction of credit business or business financed by the loan contract or lease.

If a third party has introduced you to us or referred you to us, we may pay them a commission or a fee. We obtain referrals from a range of sources, including real estate agents, accountants, financial planners or other people.

Further information about referral commissions, including our reasonable estimate of the amount of any commission payable and how it is calculated is available from us on request and will be included in the credit proposal disclosure we will supply to you when we provide you with our credit assistance

Credit Proposal Document for lending through the Proloan channel

Fees ProLoan will be entitled to receive from Westpac

If you accept any finance from Westpac that Walshs Finance has assisted in arranging for you, ProLoan will receive fees and commission from Westpac. The amount of the fees and commission ProLoan will receive depends upon the type of finance and the amount of finance provided to you by Westpac.

The fees and commission ProLoan will receive from Westpac and share with Walshs Finance for each type of finance are set out in this Proposal Document.

If you accept the finance from Westpac that Walshs Finance has assisted in arranging for you, the total amount of commissions ProLoan may receive from Westpac will be detailed in your loan agreement.

Volume bonus arrangements

Our broker group has volume bonus arrangements in place with the Westpac Banking Corporation Limited. From time to time we or our broker group may receive a benefit, directly by way of cash bonus or additional commissions or indirectly by way of training, professional development days or sponsorship, if we or our broker group write a particular volume of loans offered by those lenders.

Walshs Finance confirms that no fee or charge will be imposed on you for credit assistance and other services provided by Walshs Finance to you.

If Walshs Finance intends to charge you a fee for the provision of credit assistance services, we will ask you to sign a Quote for your acceptance of the stated fee, before providing credit assistance to you.

Part A – Commercial and Business loans and Leasing

If your loan is through Westpac they will pay ProLoan the amounts set out below.

From the amounts paid to ProLoan, Walshs Finance will receive 100% of initial and trail commissions on finance settled with Westpac. Walshs Finance receive no payment for loans less than \$50,000.

Type of Finance Product	Amount of Finance Offered to you	Total Upfront Commission	Total Trail Commission p.a.
Commonly used Business Products	(a) \$50,000 to \$3,000,000	0.55% of the facility limit	NIL
	(b) more than \$3,000,000 e.g. \$500,000	50% of the establishment fee Walshs Finance would receive \$2,750	NIL
Westpac invoice finance	\$50,000 or more e.g. \$500,000	0.55% of [take-up ledger] (capped at \$20,000) Walshs Finance would receive \$2,750	15% of invoice acceptance fee collected
Business option overdraft	\$50,000 or more e.g. \$500,000	50% of the establishment fee (capped at \$30,000) e.g. Est. Fee of \$3,220. Walshs Finance would receive \$1,610	NIL
Commercial bills and Westpac Business one	\$50,000 or more e.g. \$500,000	50% of the establishment fee Capped at the lower of: (a) 0.50% of facility limit; and (b) \$45,000. e.g. Est. Fee of \$3,220. Walshs Finance would receive \$1,610	NIL
Leasing	\$20,000+*	0.33% of amount financed	NIL

* If you have existing borrowings with Westpac the leasing amount can be lower.

1. Business products/ loans include business option overdraft, business development loan (commercial and business assets), bank bill business loan.
2. The appropriate commission tier is determined based on the total deal size.
3. Upfront commission for Business Loans – Fixed < \$500,000 (secured by residential property) is 50% of establishment fee.
4. Upfront commission is only payable when (and if) the loan amount drawn is at least 80% of the credit limit

Westpac will inform you of the amount of commission, fees and other benefits ProLoan will receive from Westpac.

Part B – Residential and Personal Investment loans

If your loan is through Westpac they will pay ProLoan the amounts set out below.

From the amounts paid to ProLoan, Walshs Finance will receive 100% of initial and trail commissions on finance settled with Westpac.

Type of Finance Product	Amount of Finance Offered	Total Upfront Commission	Total Trail Commission
Residential & personal investment loans / First options loans	\$50,000+ e.g. \$500,000	0.44% of your finance amount Walshs Finance would receive \$2,200	0.275% p.a. of the net amount owing on your finance, commencing the first month after your loan has settled. Walshs Finance would receive \$1,375 p.a.
Equity Access Loans	\$50,000+ e.g. \$500,000	0.33% of your finance amount Walshs Finance would receive \$1,650	0.275% p.a. of the net amount owing on your finance, commencing the first month after your loan has settled. Walshs Finance would receive \$1,375 p.a.

Notes:

1. Unless otherwise specified, all commissions specified are inclusive of GST.
2. Upfront commission is paid by Westpac to ProLoan after settlement of the finance Walshs Finance arranges for you.
3. Trail commission is paid by Westpac to ProLoan throughout the term of your loan.
4. Trail commission is paid by Westpac to ProLoan monthly for individual's loans and quarterly for Company and trust loans.

Westpac will inform you of the amount of commission, fees and other benefits ProLoan will receive from Westpac.

Part C - Other Benefits

Referral Fees

Walshs Finance may refer you to Westpac to discuss your General Insurance requirements and provide you with a quote. Should you purchase a general insurance product from Westpac, Westpac will pay ProLoan a referral fee for each product purchased.

From the amounts paid to ProLoan, Walshs Finance will receive 100% of the referral fee paid to ProLoan.

Type of Product	Type of Payment	Initial Referral Fee	Ongoing Referral Fee p.a.
General Insurance	Referral Fee	\$275	NIL

Notes:

1. Westpac will pay an initial once-off referral fee for each general insurance product purchased.
2. The referral fee specified is inclusive of GST.